Quick Start Guide

Vonage Device Motorola VT2542

Vonage™

Before you begin

1. If you purchased your Vonage Device from a retail store, you must first activate your Vonage phone service. (You will need to provide the 12 character WAN MAC ID located on the bottom of the Vonage Device.)

   In the US, visit www.vonage.com/activate.
   In Canada, visit www.vonage.ca/activate.

2. If you received your Vonage Device in the mail from Vonage, your Vonage phone service has already been activated.

3. You also need a high speed Internet connection, such as DSL or Cable, to use Vonage.

Helpful Terms:

ISP (Internet Service Provider) – The company that supplies your high speed Internet connection.
Modem – A piece of network equipment that your Internet Service Provider (ISP) sent you to gain high speed.
Internet access – either DSL through your phone line, or Cable service.
Router – A router lets you connect more than one piece of equipment (like computers) to your DSL or cable modem to share one Internet connection. Some ISPs supply combination modem/routers. (HINT: If you have more than one computer connected to the Internet, then you have a router.)
Port – This is an opening on a device where you connect a cable. An Ethernet port looks like a wide phone jack.

Welcome

to the Quick Start Guide for Vonage.

Get ready to start saving money on your phone bill with Vonage – just follow these easy step-by-step instructions to set up your new Vonage Device. Within minutes, you'll be making phone calls with high-quality, low-cost Vonage phone service!

If you have questions along the way, please go to the Troubleshooting Tips on Page 17 or visit:
www.vonage.com/help (US)
www.vonage.ca/help (Canada)

4 Easy Steps!

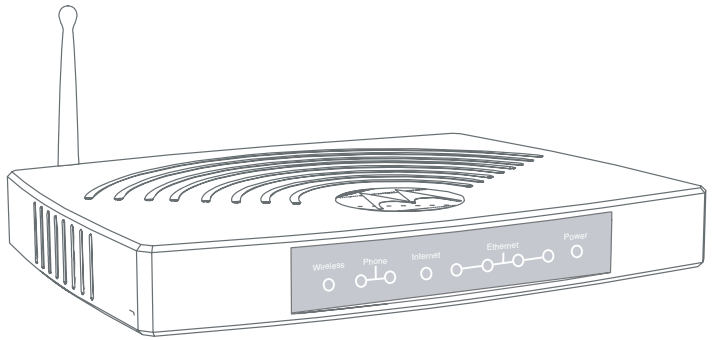
- Step 1: Identify the items you'll need
- Step 2: Confirm your existing setup
- Step 3: Set up your new Vonage Device
- Step 4: Connecting your phone

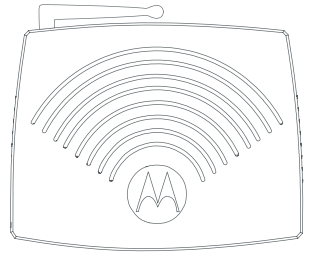
Step 1:

Identify the items you'll need from your Vonage Startup Kit.

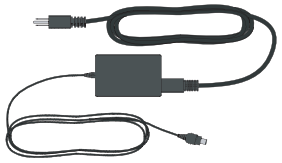
You will not need the Motorola Documentation CD-ROM or additional printed materials to complete the setup of your Vonage service.

NOTE: You may use the optional base support included in your kit to stand the Vonage Device vertically, but it is not required.

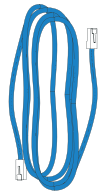




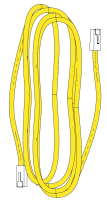
Motorola VT2542



Black Power Cord

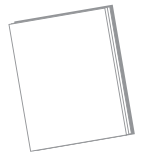


Blue Cable

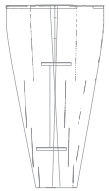


Yellow Cable

Motorola Documetation CD-ROM*



Printed Materials*



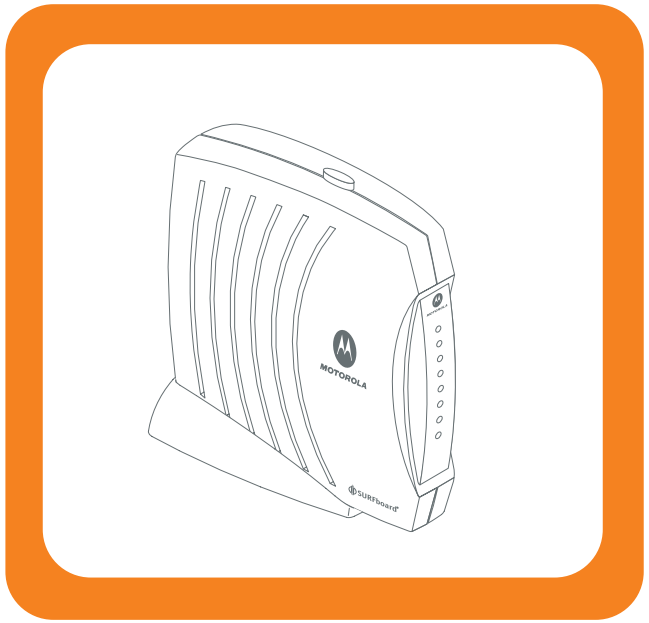
Base Support*

NOTE: Ensure you are using the power supply provided with the Vonage Device. Using the wrong power supply could result in damage to your equipment.

* Not required for installation.

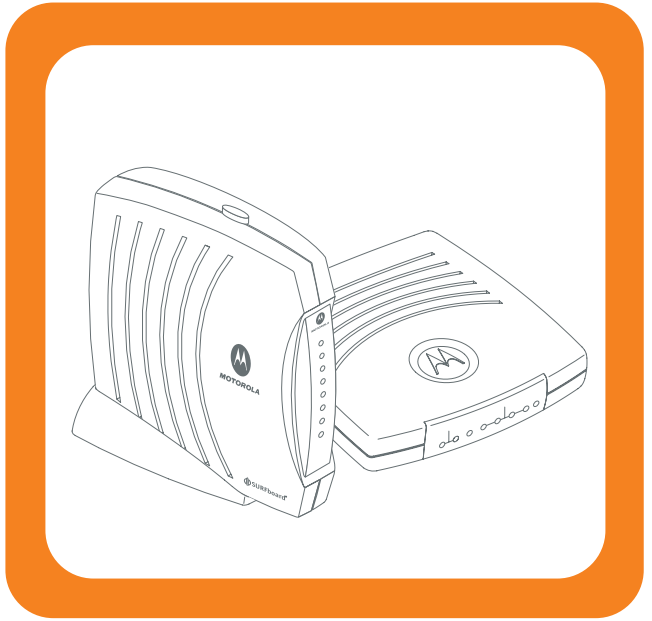
Step 2:

Confirm your existing setup.



If your existing setup includes
a DSL or Cable modem **only,**
proceed to page 6.

NOTE: If you have a DSL or Cable modem with a **built-in** router, the setup process is the same as if you have a separate modem and router. Proceed to page 10.



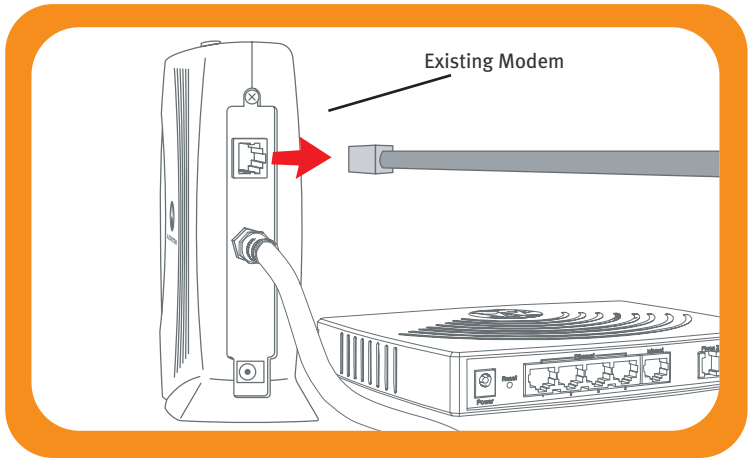
If your existing setup includes
a DSL or Cable modem **and** router,
proceed to page 10.

Step 3:

Set up your Vonage Device **(with existing DSL or Cable modem only)**

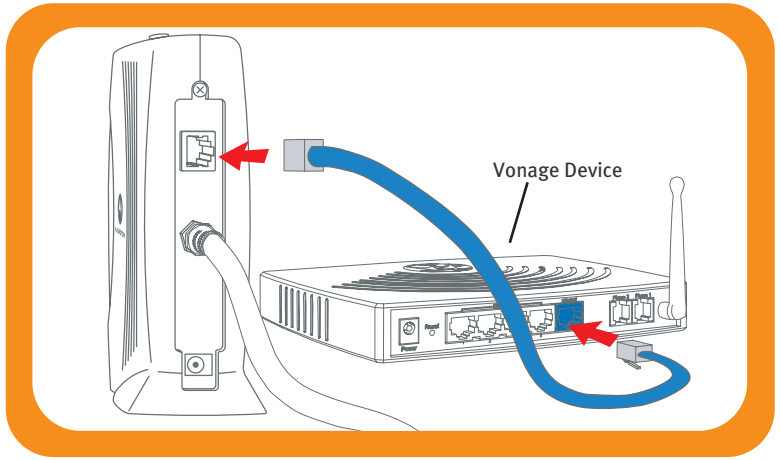
1. Shut down your computer and unplug your existing modem's power cord.

2. Unplug the Ethernet cable that connects your modem to your computer. Unplug the cable from both your modem and your computer. Leave your modem connected to your Internet connection (the DSL or Cable line from your Internet provider).

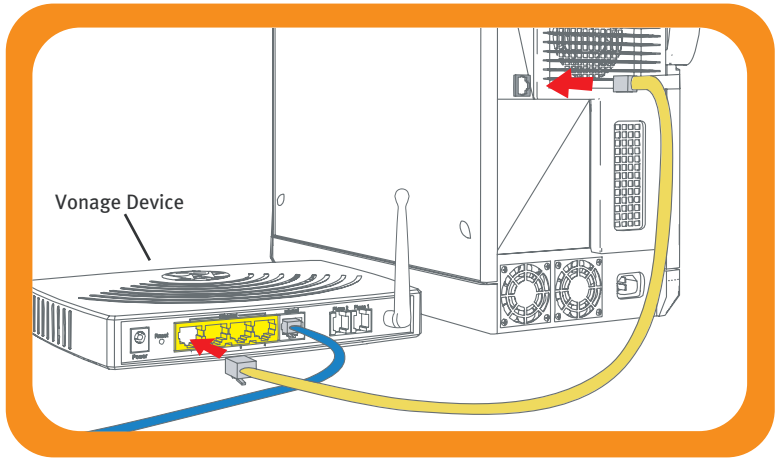


3. Wait 10 minutes for your modem to clear its memory completely.

4. Connect one end of the blue cable to the Ethernet port on your modem. Connect the other end to the blue port labeled "Internet" on the back of the Vonage Device.



5. Connect one end of the yellow cable to the yellow port labeled "Ethernet 1" on the back of the Vonage Device. Connect the other end to the Ethernet port on your computer that you unplugged earlier.

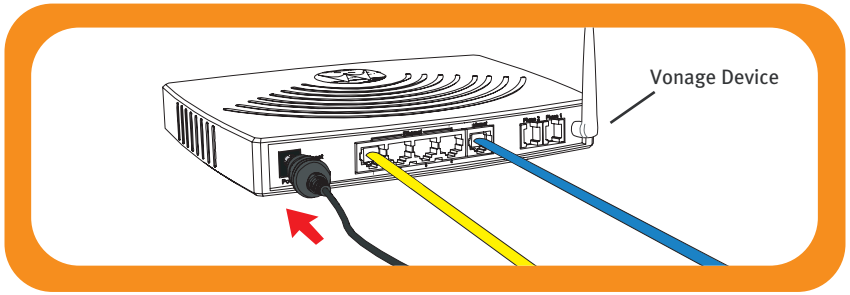


6. Now plug your modem's power cord back into an electrical power outlet.

NOTE: You should allow enough time for your modem to complete its start-up process. If you're unsure about how long this takes, consult the manual that came with your modem. Typical modem start-up takes 60 seconds.

7. Next, using the power cord that came with your Vonage kit, plug the smaller end of the power cord into the circular power port on the back of the Vonage Device. Then, plug the larger end of the power cord into an electrical power outlet.

NOTE: Before continuing, the "Power" and "Internet" lights on the front of the Vonage Device should both turn on. Wait until the "Power" light stops blinking and both "Power" and "Phone 1" lights are solid. The "Phone 2" light will be solid if you have a second Vonage line. Otherwise, it will not light. The "Internet" light will flicker whenever there is communication activity.



8. Now turn on your computer, open your web browser, and check your Internet connection by visiting any website.

NOTE: After turning on your computer, the Ethernet light on the Vonage Device will also flicker whenever there is activity.

- If your Internet connection works,

go to Step 4: Connecting your phone, on page 14.

If your Internet connection doesn't work and you have a Cable modem:

1. Unplug the modem for at least 10 minutes. If left off for less than 10 minutes, it might still "remember" old information that could prevent it from working properly.

2. If your Internet connection still does not work, you may need to register your Vonage Device with your cable provider. You will need the 12 character WAN MAC ID located on the bottom of the Vonage Device.

If your Internet connection doesn't work and you have a DSL modem:

1. On your computer, open a Web browser. In the Address field, type http://192.168.15.1 (the default IP address of the VT2542 Home Page) and press Enter. A login window appears.

2. In both the Username and Password fields, type **'router'** and click Log In. The HOME page is displayed.

3. (Perform this step only if your existing setup did NOT include a router.) Click the SETUP tab, then WAN Configuration. From the Type drop-down list, choose PPPoE.

4. In the Username and Password fields, type the username and password you normally use to login to your DSL service. If you don't have your DSL login information, please contact your ISP and obtain the DSL username/password.

5. In the Keep Alive field, type **'0'** to ensure that your DSL link is always active.

6. Click Save and then Connect.

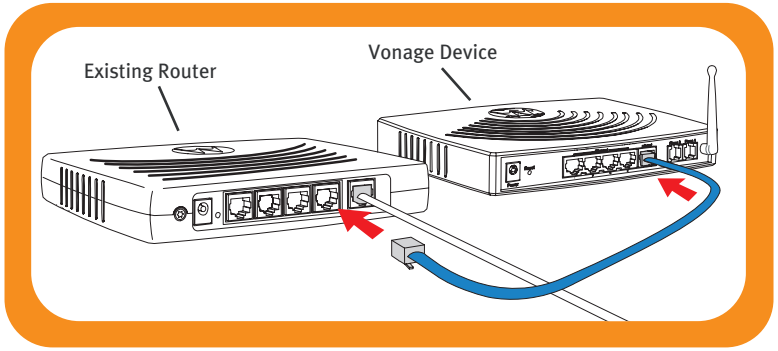
7. Click the TOOLS tab and click Restart on the left. Click the Restart button.

Step 3:

Set up your Vonage Device **(with existing DSL or Cable modem and router or modem with Built-In router)**

1. Shut down your computer and unplug your existing modem and router power cords.
2. Locate an unused Ethernet port on your existing router.
3. Connect one end of the blue cable to the Ethernet port on your router. Connect the other end to the blue port labeled “Internet” on the back of the Vonage Device.

NOTE: The ports on the back of your existing router may be labeled “Ethernet” or “LAN” and may be numbered 1-4. You can plug the Blue Cable into any of these ports.



If all the Ethernet ports on your existing router are in use, disconnect one of the cables in the Ethernet or LAN ports from your existing router. Connect that cable to the yellow port labeled “Ethernet 1” on the Vonage Device.

Then connect one end of the blue cable to the blue port labeled “Internet” on the back of the Vonage Device. Connect the other end of the blue cable to the port you just made available on your router.

NOTE: If you don’t have any available ports on your router and you have a home network set up (where you share files on computers or share a printer), then you should install the Vonage device in front of your existing router. Please see www.vonage.com/homenetwork for instructions.
In Canada visit www.vonage.ca/homenetwork.

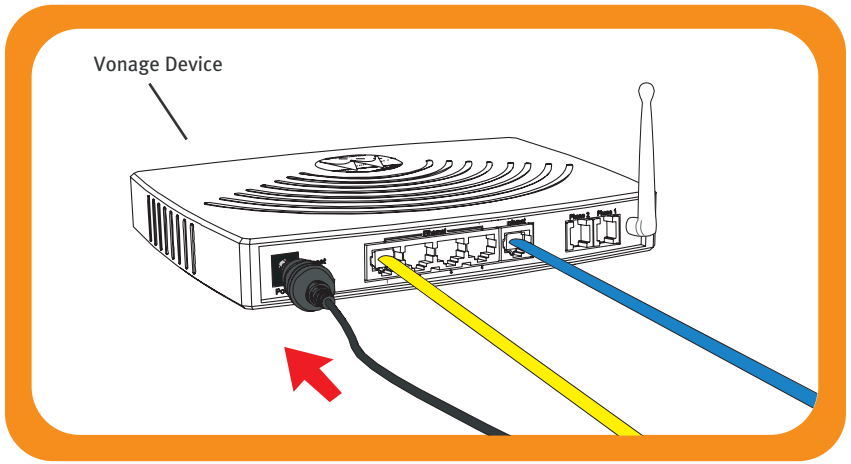
4. Now plug your modem’s power cord back into an electrical power outlet.

NOTE: You should allow enough time for your modem to complete its start-up process. If you’re unsure about how long this takes, consult the manual that came with your modem. Typical modem start-up takes 60 seconds.

5. If a router is present, plug its power cord back into an electrical power outlet.

6. Using the power cord that came with your Vonage kit, plug the smaller end of the power cord into the circular power port on the back of the Vonage Device. Then plug the larger end of the power cord into an electrical power outlet.

NOTE: Before continuing, the “Power” and “Internet” lights on the front of the Vonage Device should both turn on. Wait until the “Power” light stops blinking and both “Power” and “Phone 1” lights are solid. The “Phone 2” light will be solid if you have a second Vonage line. Otherwise, it will not light. The “Internet” light will flicker whenever there is activity.



7. Now turn on your computer, open your web browser and check your Internet connection by visiting any website.

- If your Internet connection works,
  go to Step 4: Connecting your phone, on page 14.

- If your Internet connection doesn't work,
  go to Troubleshooting on page 17.

Step 4:

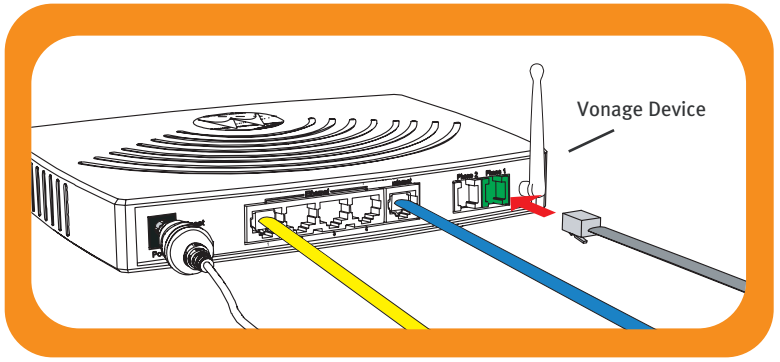
Connecting your phone

1. Plug a standard telephone cord into your phone.

   NOTE: If not done so already, disconnect the phone from the wall.

2. Plug the other end into the Green Phone 1 Port on the back of the Vonage Device.

   NOTE: Make sure the phone light is solid.



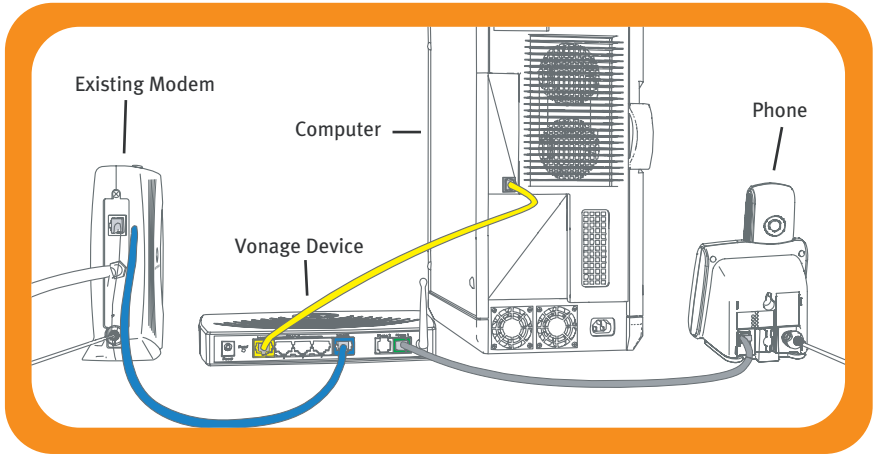
3. Pick up your handset.

   NOTE: When you pick up your phone to check for a dial tone, the phone light will blink.

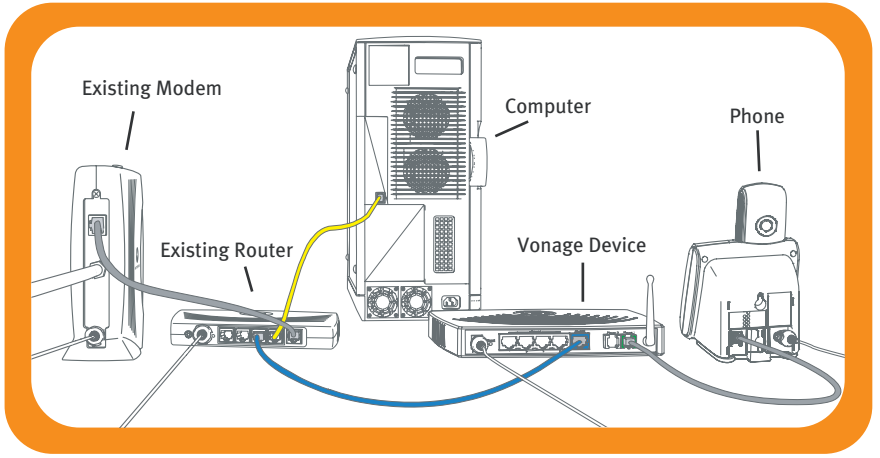
If you hear a dial tone, congratulations!

You've set up your Vonage service correctly, and can now start making calls. To configure your voicemail and other included services features, simply login to your web account at www.vonage.com.
In Canada visit www.vonage.ca.

This is what your set up should look like with an existing modem:



This is what your set up should look like with both an existing modem and router:



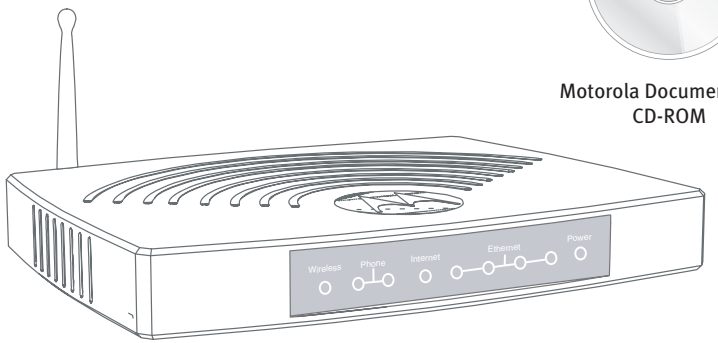
If you do not hear a dial tone, **proceed to Troubleshooting on page 17.**

Wireless Networking

Your Motorola VT2542 is also a Wireless Router.

The default name of your wireless network is MOT-1-xx. To change the default settings and enable security encryption (highly recommended) see the Motorola Documentation CD-ROM.

Motorola Documentation CD-ROM



Note: The Vonage Device is a wireless B/G router, with wireless turned on by default. This means that if you have a computer that's wireless B or G, you can take advantage of your new Wi-Fi network immediately and connect your computer wire-free. When your Wi-Fi computer is in range, it will connect automatically to your new "MOT-1-xx" Wi-Fi network. Because your Vonage Device is wireless it is not required that you have a computer physically connected to your Vonage Device for it to work.

Troubleshooting Tips

If your Internet connection doesn't work:

You can solve many installation issues by resetting all of your equipment:

1. First, power down in this order:
   a. **Computer** (shut down properly, it is not necessary to disconnect power to your computer)
   b. **Vonage Device** (unplug power cord from back of device)
   c. **Router, if you have one** (unplug power cord from back of device)
   d. **DSL or Cable modem** (unplug power cord from back of device)

   NOTE: Leave the modem unplugged for at least 60 seconds. (The 60 seconds is to ensure the modem doesn't "remember" old information). Confirm that all cables are snapped firmly into place.

2. Turn the devices on one at a time in this order:
   a. **DSL or Cable modem** – Wait for the lights to come back on before continuing. This may take several minutes. Most modems have a light that should be lit solid when start-up is complete. If necessary, refer to the information that came with your modem.
   b. **Router, if you have one** – Wait for the lights to come back on (consult router manual for sequence) before continuing. Wait at least 30 seconds after the lights have stopped blinking.
   c. **Vonage Device –** Wait for the power and phone(s) lights to be a solid green. (The Internet light will blink whenever there is activity.)
   d. **Computer**

At this point, you should have both a dial tone and Internet connectivity.

(Continued on next page)

3. Try opening your web browser to view a web page. If you cannot view a web page, check to see whether your Cable or DSL provider is having connection problems in your area.

If your Internet connection works, but you don't hear a dial tone or a voice recording:

1. Be sure your phone is plugged in to the Green Phone Port 1 on the rear panel of the Vonage Device, and that it is disconnected from the wall jack that a traditional phone uses.

2. Reset all of your equipment as described on page 17. After you reset all your equipment, pick up your telephone handset to listen again for a dial tone.

If you hear a voice recording instructing you to connect your phone to the Green Phone 1 Port:

1. Hang up your phone.

2. Confirm that the phone cord is firmly plugged into the Green Phone Port 1, and listen again for a dial tone.

If you need to change the router settings of your new Vonage Device, or would like to set up security for your new wireless network:

1. Log into the User Interface of the Vonage Device by typing http://192.168.15.1 into your computer's internet browser address bar. (The computer that is connected, wired or wirelessly, to the Vonage Device.)

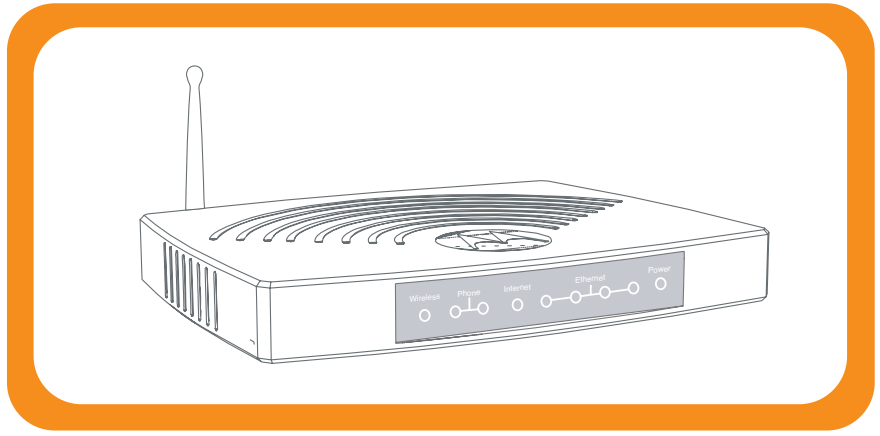
2. The login page will open. Type in the following:

   - Username: **'router'**
   - Password: **'router'**
   - Click on: **'Log In'**

Refer to the User Guide on the CD-ROM for more detailed instructions.

If you're still having trouble, please call 1-866-243-4357
In Canada, call 1-877-272-0528

How to Read the Lights on your Vonage Device:



Power – When the power light stops blinking and is a solid green, this indicates that your Vonage Device has started up properly. Note that both the power light and the phone light must be solid in order to make a phone call.
Internet – Solid light indicates connectivity to your router or network whenever there is activity this light will blink.
Ethernet – Solid light indicates connectivity to your computer(s) whenever there is activity this light will blink.
Phone 1 & 2 – Solid green light indicates that the phone for that line is ready for Vonage Internet telephone or FAX calls. Blinking green light indicates the phone for that line is ringing or off the hook. Blinking orange light indicates that you have voice mail.
Wireless – Solid light indicates a wireless high-speed Internet signal is available.

HINT: When the Vonage Device is downloading/upgrading firmware from Vonage, the lights will blink rapidly in unison.

About Your Vonage Online Account

VOICEMAIL

Your Vonage voicemail is the most flexible and useful tool you've ever had!

Checking Your Voicemail

You can check your voicemail from anywhere in the world using these 3 options:

- Get your voicemail from your Vonage phone. Simply dial *123 to retrieve your messages.
- Get your voicemail online: Click on "Get Voicemail" from the Voicemail menu.
- Get your voicemail via email: Check on Voicemail Email Notification within the voicemail settings menu to enable email delivery of voicemails.

Change Pin

You can change your voicemail PIN number by clicking "Change PIN" in the Voicemail menu.

Change Greeting

You can change your greetings anytime by dialing *123 from your Vonage phone and pressing 91 for Greetings.

FEATURES

Your Vonage account can meet all your requirements when it comes to features and access options. Just log into the Features section to customize these features and more:

911 Dialing

Activate 911 Dialing to be sure that emergency personnel can respond quickly to your call for help! You can easily update your street address at any time through your Vonage Web Account.

Call Forwarding

Make sure that callers can always find you – regardless of where you are! Vonage Call Forwarding will automatically route all incoming calls to any number in the US and Canada.

Call Waiting with Caller ID

Take only the call you want! You can view incoming calls while you're on the phone and decide if you want to take them or let them go to voicemail.

SimulRing℠

If you frequently change locations, or you use more than one landline and mobile phone over the course of a day, set up the SimulRing feature to forward incoming calls to up to 6 phones simultaneously, allowing you to pick up whatever line you hear first or are the closest to!

Network Availability Number

Never worry about your ISP going down again! Have your Vonage number(s) forwarded to any phone number in the US or Canada in the event your Internet connection is disrupted.

Voicemail Settings

Set up your voicemail to allow you to access your voicemail from anywhere! Forward your messages to your email account, or access them through any phone or Web browser.

Bandwidth Saver

Never worry that bandwidth limitations from your ISP will prevent you from using your computer and your phone at the same time. Use Vonage Bandwidth Saver to change the bandwidth settings for your Vonage phone number(s).

International Calling

Are the in-laws visiting and you don't want them spending hours on your phone calling international numbers? You can turn international calling on and off through the Features menu.

Call Hunt

If your Vonage line is busy, the Call Hunt feature can automatically forward your incoming calls to other Vonage lines in the order you specify so you'll never miss a call again!

Vonage™

Enjoy your Vonage Internet Phone Service!

If you have any questions please visit:
www.vonage.com/help (US)
www.vonage.ca/help (Canada)

If you're still having trouble, please call 1-866-243-4357
In Canada please call 1-877-272-0528

Enjoy!

Vonage™

SYSTEM REQUIREMENTS

- Any high speed DSL or Cable connection
- A valid Vonage account
- If you purchased your Vonage Device at a retail location, make sure to first activate your device at www.vonage.com/activate. In Canada, Visit www.vonage.ca/activate. Please wait 30 minutes before checking for a dial tone.

P/N 530621-001

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